

W 01303A-08-0227

SW 01303A-08-0227



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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (6 [REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 77802

Date: 3/26/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Ralph T. Browning

Account Name: Ralph T. Browning

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85250

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W01303A-08-0227 PARADISE VALLEY WATER DISTRICT

2/24/2009

Arizona Corporation Commission
DOCKETED

Ralph T. Browning
[REDACTED]
Scottsdale, AZ 85250

MAR 30 2009

DOCKETED BY	[Signature]
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RECEIVED
2009 MAR 30 P 2:40
AZ CORP COMMISSION
DOCKET CONTROL

Docket you wish to comment on: Arizona American Water rate increase
Case or Utility Name: Arizona American Water
Docket Number: W-01303A-08-0227
Position on Docket: Con

Dear Commissioners:

I am a resident in the Paradise Valley Water district but do not live in Paradise Valley, nor could I afford to. I ask you, in the strongest possible term, to oppose the exorbitant increase in rates currently requested by the Arizona American Water Company. If approved as requested, my monthly home water bill would increase by 42% according to date provided to me by the Company. This is a result of not only increasing the base rate but also hiring surcharges into the base rate which further raises the consumer cost while disguising the real charges. I hope you find this as dishonest as do I. I fully appreciate that water is a precious, limited resource and that price serves to limit waste. However, I believe it grossly arrogant, unfair and inappropriate for this or any other company to take such advantage of customers who have no alternative. Their attempt to hide surcharges reduces transparency and further increases the customer burden without justification. It appears to me that Arizona American Water is attempting to cover their cost of doing business through their customer base while

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preserving or increasing profits on the back of customers with no recourse other than you.

My wife and I have lived in our current home for 17 years during which our monthly rate for water delivered by Arizona American Water has increased over 350%! This in spite of no significant increase in consumption. I am fully retired, living on a fixed income. If I want water to my home, I have no alternative to the Arizona American Water monopoly. We find no rational reason for a rate increase of the requested magnitude other than corporate greed. My wife and I hope that you concur.

We respectfully request that you decide this case only after extreme scrutiny, full disclosure of all charges and examination of the history of total consumer charges. Whatever your final decision, we request that you require the Company to provide full disclosure of all charges. We trust that you will find that an increase, if any, will be substantially less than requested.

Thank you,
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called customer and confirmed receipt of opinion and confirmed docketing

End of Comments

Date Completed: 3/26/2009

Opinion No. 2009 - 77802
